

Client Services Director and Norwalk Office Manager Job Description

Reports to: Executive Director

Objective: The Client Services Director and Norwalk Office Manager is responsible for the overseeing the day-to-day client services and managing the office at the Norwalk Center. This includes development of client marketing, oversight of ministry/office purchases, client assistance and boutique management, and development of community and supporter marketing materials. This position requires excellent organizational skills, as well as a high level of dedication, honesty and integrity.

Responsibilities include, but are not limited to:

Office Management

- Review and maintain a clear and complete understanding of the Policies and Procedures Manual
- Follow established opening and closing procedures as requested by Executive Director
- Ensure the center, including the boutique, is kept clean, organized and free of clutter
- Keep copy room clean and well-organized
- Maintain an organized, current file system for all records, reports, and client files
- Audit all client files to ensure client files are accurately entered in Ekyros
- Train all staff members on Ekyros and inform of updates and changes as needed
- Ensure mail and donations are delivered to the main office in a timely manner
- Maintain a thorough and accurate desk procedures manual
- Create purchase orders and order supplies for both centers as approved by ED
- Prepare center/client reports for board and staff meetings

Community Relations

- Oversee the creation, mailing, and online publishing of monthly newsletter
- Work with Volunteer Coordinator to recruit volunteers to help with monthly mailings and in the boutique
- Email newsletter and all other mailings to E-marketing participants
- Update Website with monthly newsletters
- Assist with the planning of all Norwalk center events and activities
- Assist with annual Walk for Life, Banquet, and other fundraisers, as needed and/or requested by the Executive Director
- Give informative tours and presentations that adhere to the policies and procedures of the center, while maintaining a professional Christian appearance
- Keep staff and Executive Director informed of feedback from presentations

Volunteer Management

- Work with Volunteer Coordinator to arrange for volunteer assistance for center-related projects, such as mailings
- Ensure volunteers have adequate training

Training

- Periodically attend required CareNet training and in-service trainings
- Attend job related internal and external meetings

Client Services

- Maintain and oversee boutique and center organization and cleaning
- Maintain material donation process and process material donations, as needed
- Oversee ordering and assembly of Layette's annual or as needed
- Maintain all center brochures; Print or order more brochures as needed
- Oversee the creation of new brochures as requested or approved by Executive Director
- Oversee the updating and maintaining of Client Referral Folder Content, submitting all proposed changes to the ED for final approval

Cleaning

- Maintains their own office
- Ensures the center is kept clean and assists with cleaning as needed

Other

- Perform other duties as requested by the Executive Director

Education, Experience, and Skills required

- Proficiency in Microsoft Word, Excel, Publisher, and Outlook
- An Associate's degree or two years responsible office management experience preferred
- Ability to perform several tasks concurrently with ease and professionalism
- Ability to operate computer, multi-line phone, fax, and copier
- Ability to communicate clearly and concisely (verbally and in writing) in English. Ability to communicate conversationally in Spanish is a benefit.
- Must keep client, ministry, and donor matters strictly confidential, according to policy
- Ability to work independently with a minimum of supervision
- Must have excellent interpersonal skills
- Ability to manage others with clarity and kindness
- Must consistently follow established policies, procedures and guidelines

This job description lists many of the tasks essential to the position; however responsibilities may be added, subtracted and/or changed by the Executive Director at his/her discretion.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

For office use only:

☐ Copy given to employee on _____

☐ Original placed in employee file

Date of Hire: _____ Starting Wage: _____ Ending Wage: _____ Date of Termination: _____
Notes: _____

12/14/ AJA